

# Email Problem reporting

See article about incoming email filtering:

[https://wiki.cerge-ei.cz/doku.php?id=public:email:spam\\_chain](https://wiki.cerge-ei.cz/doku.php?id=public:email:spam_chain)

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## How to report a problem with the delivery or with the email service in general

Please try to find and report as many details as possible by the following hints:

- **What is the problem?** *E.g. missing message, undeliverable message, sending message, login to the mailbox, dealing with quarantine problem...*
- **Where is the problem?** *Which account/mailbox, which e-mail client, which message, which link...*
- **What remains functional?** *Is the remaining functionality intact? E.g. Is there a problem with the specific message/task or with the others too etc.?*
- **Did you try a basic troubleshooting to fix it?** *Did you restart email program, logout/logon to the webmail, did you tried another client, network connectivity, etc.?*
- **When the problem occurred?** *The time perspective of the problem. What was the last time it worked? What is the time of the last unsuccessful attempt etc.?*

## Lost message, undeliverable message or the other problems with them

Specifically for the lost messages or undeliveries, collect at least these facts:

1. **Date and time**
2. **Sender's address**
3. **Subject**
4. Has the sender received any error message? Screenshot or copy of it.

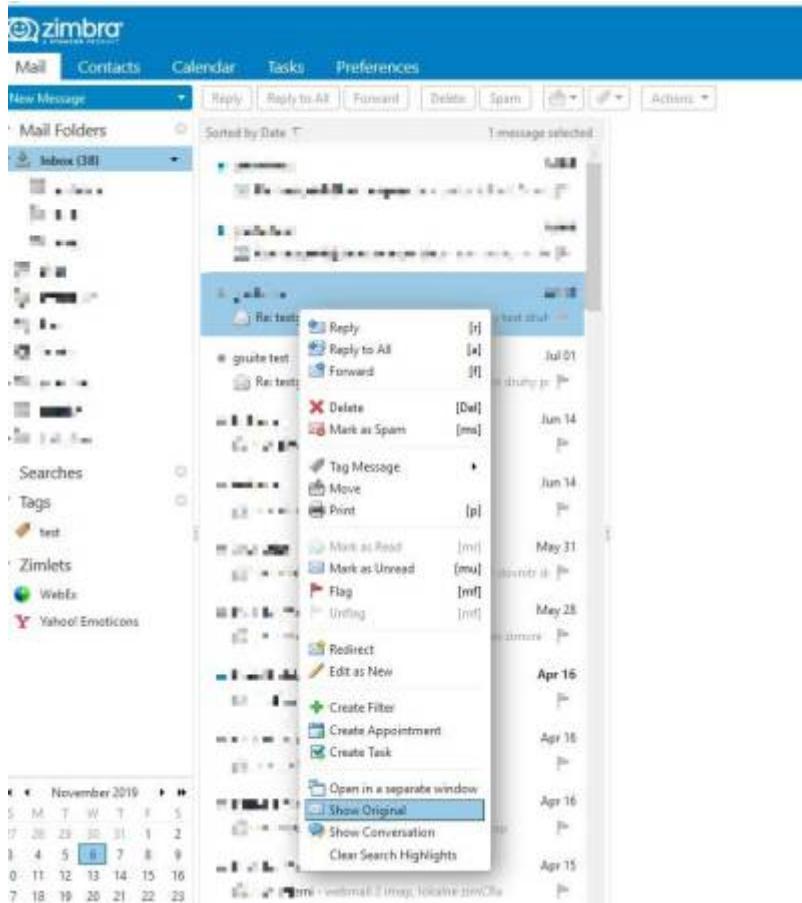
## Messages filtered to spam

- **Source** of the message (**header** part of the message which contains all the delivery details)

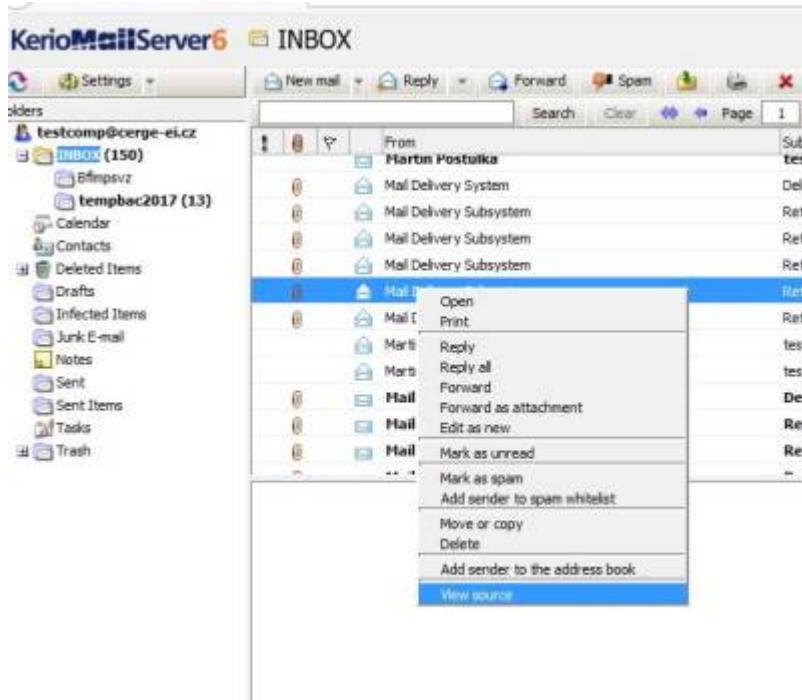
## How to get source of the message (including headers)

Copy-paste the header part as a plain text to the email sent to helpdesk

- in Thunderbird  
Select message, use shortcut Ctrl+U
- in Zimbra webmail



- in Kerio webmail



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Last update: 2021-09-21 07:44



